

Telecommunications Carriers
AUTHORIZED UTILITY REPRESENTATIVE FORM

CERTIFICATED COMPANY INFORMATION

Company Name: CenturyLink Communications, LLC			FEIN/SSN:		
DBA/FKA: Lumen			Telephone # 919-554-7720		
Mailing Address: 150 Fayetteville St., Mail Ste 970					
City: Raleigh		State: NC		ZIP Code: 27601	
ILEC	IXC	X	CLEC	X	Wireless ETC

REGISTERED AGENT INFORMATION

Registered Agent: CT Corporation System		
Mailing Address: 2 Office Park Court Suite 103		
City: Columbia	State: SC	ZIP Code: 29223

As required by Commission rules and regulations
Print or type company contact person and contact information for the areas listed below:

UTILITY REPRESENTATIVE INFORMATION

General Manager		
Name: Terrance Hinkston		
Address: 100 CenturyLink Drive		
City: Monroe	State: LA	ZIP Code: 71203
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:
Emergency Contact – Non Office Hours		
Name: UNicall		
Phone: 866-864-2255	Email:	Fax:
Customer Relations/Complaints Rep		
Name: Kandi Gaines		
Address: 555 Lake Border Drive		
City: Apopka	State: FL	ZIP Code: 32703
Phone: 407-889-6388	Email: uswpuc@lumen.com	Fax: 407-814-5749
Complaints Rep for Complaint Escalation		
Name: Scott Belka		
Address: 931 14th Street		
City: Denver	State: CO	ZIP Code: 80202
Phone: 720-779-8369	Email: scott.belka@lumen.com	Fax: 720-578-2751
Customer Toll Free Contact Number: 800-201-4099		
Engineering Operations		
Name: Gary Pace		
Address: 100 CenturyLink Drive		
City: Monroe	State: LA	ZIP Code: 71203
Phone: 318-330-6797	Email: Gary.Pace@lumen.com	Fax:
Test and Repair		
Name: Gary Pace		
Address: 100 CenturyLink Drive		
City: Monroe	State: LA	ZIP Code: 71203
Phone: 318-330-6797	Email: Gary.Pace@lumen.com	Fax:

UTILITY REPRESENTATIVE INFORMATION			
Regulatory Officer			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Annual Report Form Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Dual Party Invoice Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Universal Service Fund Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Gross Receipts Mailings			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	
Lifeline Contact			
Name & Title: Terrance Hinkston - Government Affairs Analyst			
Address: 100 CenturyLink Drive			
City: Monroe	State: LA	ZIP Code: 71203	
Phone: 318-388-9629	Email: Terrance.Hinkston@lumen.com	Fax:	

FORM PREPARER INFORMATION	
This form was completed by: Terrance Hinkston	
Signature: <i>Terrance Hinkston</i>	
Title: Lead Analyst - State Government Affairs	Date: 1/10/2022

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
101 Executive Center Drive, Suite 100
Columbia, SC 29210

AND

Office of Regulatory Staff
Attn. Kari Munn
1401 Main Street, Suite 800
Columbia, SC 29201